

As a consumer of wireless service and current customer of T-Mobile, I am writing in opposition of the proposed acquisition of T-Mobile by AT&T Wireless. Do not allow AT&T to purchase T-Mobile. It will create a GSM technology monopoly in the United States and destroy the fantastic customer service provided by T-Mobile as recognized by JD Power & Associates. I have been an AT&T cellular customer in the past, and currently utilize their data service for iPad. Both experiences have been exceptionally poor and frustrating in the customer service department. My recent iPad experiences are detailed below:

In the past month, I have been using AT&T for data on my iPad 2. The network experience has been very good, but the customer service is beyond terrible. From the first phone call to start service, to my most recent interaction today, it always takes multiples transfers through various departments to find someone who is barely knowledgeable about AT&T's products and services. AT&T advertised the first month of service would be free and subsequently charged me in full. It took a 35 minute phone call involving three transfers to four different agents to resolve the issue. The last agent was certain no such offer existed, but credited my account "as a one-time goodwill gesture." Today, I spoke with three more representatives trying to cancel my service, one of whom told me about the first month free offer! Another representative insisted I was on contract and a termination fee would apply, even though AT&T does not apply contracts to any iPad plan. The amount of mis-information provided by AT&T representatives is amazing.

AT&T is too big, too cumbersome and more expensive than T-Mobile. My happiest day as an AT&T cellular phone customer was the day I ported to T-Mobile. As a frequent traveler around the world, I need a GSM phone to seamlessly work anywhere I go. With only two options, I choose T-Mobile and love it. If the proposed acquisition is approved, I have two choices: be forced to a company with horrible service, or a switch to another national carrier using CDMA technology that cannot provide the seamless world-wide coverage I require for business.

This merger is not in any consumer's best interest.